

Troubleshooting ECF Filing Problems

If you are having problems using the ECF Live System:

- **Check your login and password (ECF vs. PACER)**
 - ECF login and password must be used to open cases and docket pleadings. ECF login (unless you have changed it) is generally the last name, first letter of first name (i.e. for Joe Attorney, login would be: attorneyj. When necessary, the login includes the first letter of the middle name. Login and password must be entered in lower case. The password is initially randomly assigned by the system.
 - PACER login is assigned by the PACER Service Center and is in the following format: first two characters are alphabetic and the last 4 characters are numeric (i.e. aa####). Login and password must be entered in lower case.
- **Check File Format**
 - Petition must be in .pdf format
 - Creditor Matrix file must be in .txt format, with no extraneous characters/symbols in name or address
- **Delete Temporary Internet Files/Clear Browser Cache**
 - Using Internet Explorer, to delete temporary internet files: Open Internet Explorer → Tools → Internet Options → General Tab → Under Temporary Internet Files, click “Delete Files” → Check “Delete all offline content”, then OK → Click OK when cursor reappears.
 - Using Netscape, to clear browser cache: Open Netscape → Edit → Preferences → Under Category, expand Advanced → Click Cache → Click Clear Cache → Click OK
- **Check filesize of document(s) (kilobytes/megabytes vs. number of pages)**
 - In order to upload properly, and for subsequent viewing, files should be 1 megabyte (1,000,000 bytes = 1000 kilobytes = 1 megabyte) or less.
- **If uploading scanned documents, check scanner settings**
 - Mode – must be black & white (even using ‘greyscale’ will increase the size of the file)
 - Resolution – must be no greater than 300 dpi (dots per inch)
 - Paper Size – must be set to 8 ½ x 11 inches
 - Dithering (if available) – must be set to ‘none’
- **Check county code in debtor record**
 - must be set to a county that is in the jurisdiction of the Eastern District of Virginia. If the debtor resided for the greater portion of the previous 180 days in the Eastern District of Virginia, but has moved, use the county code associated with the debtor’s residence in the Eastern District.